



Problem Resolution Report

CoSD Contract No. 554833

Acclaim Riverbed

ES/CoSD 040



Date: July 19, 2018

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement No. 554833 (the "Agreement") by and between the County of San Diego ("County") and Enterprise Services, LLC, a Perspecta company ("ES" or "Contractor" and hereinafter collectively referred to as "the Parties"), agreement is reached on the Effective Date shown below.

Issue or Problem:

PA2493 - Integrated Recording & Vital Records System (aka. ACCLAIM) supports the following high-level functions within the Assessor/Recorder/County Clerk (ARCC): Recording, Scanning/Archiving, Vital Records, Indexing/Verification, Marriage License Application/Recording, System Administration/Controls, Fictitious Business Name Filing, Customer Search Services (Kiosks), Integrated Cashiering, Customer Search, Services, eCommerce (Web), Fully Integrated Accounting, Reporting, Transfer Tax Collection/Distribution, Interface with External Data Sources, Auto Indexing, Interface with CoSD Oracle Financials, eRecording/SECURE, Interface with CoSD Property Tax System, and Integrated Redaction. ACCLAIM is primarily utilized by the ARCC staff members, and supports access by other County Departments and External Entities (via Intranet Site), and Public Users (via Kiosk Workstations and/or Internet Site).

Historically the ACCLAIM application has experienced slowness, even though the production system is hosted in San Diego at the AT&T POP. Numerous troubleshooting efforts were performed in 2014-2015 by AT&T (network resources) and Perspecta (network resources and server administrators) to try to identify the source of latency or slowness. The troubleshooting efforts showed no overutilization or dropped packets on the network (LAN and WAN) and no overutilization of the servers or desktops. In 2016, additional testing was performed with packet captures and analysis using the Riverbed Cascade tool. This showed a massive spike on the network at user login and then the connection would go back down to a minimum but still take 3-5 minutes to complete the logon process. In discussing with the application vendor, they stated this is due to each user downloading 2GB of data at logon, to improve the end user experience while they use the application, once in. It was also noted that the application was very slow with other transactions. In 2017, testing was done at the Chula Vista location, with showed no saturation of the network but the application was still slow.

In March-April 2018, AT&T did a proof of concept (POC), connecting a site Riverbed in Chula Vista to the Riverbed accelerator at the AT&T POP, where the production servers are hosted, and accelerated ACCLAIM's traffic. The results were positive – the log in process went from 3 minutes to 1 minute and 15 seconds. However, performance after users had logged in didn't improve. Concurrently, APM Diagnostics has been executed against the ACCLAIM application and has found sources of latency within the application layer.

Based on the results of the POC, the County is requesting installation of Riverbed acceleration devices in each of the ARCC locations: El Cajon, Chula Vista, Kearny Mesa, San Marcos, County Administration Center and Santee.



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Resolution:

1. To improve the login experience for ARCC's Acclaim application, Riverbed acceleration devices will be installed at each of the six ARCC locations. These devices accelerate Acclaim traffic over the WAN from the sites to the ATT POP where the production Acclaim servers are hosted.
2. The Acclaim Riverbed Resource Unit (RU) is established for the provision of Riverbed acceleration services installed at each of the six ARCC locations. Schedule 16.1, Fees, Exhibits 16.1-1 and 16.1-2 are amended as per Attachment 1 and 2 of this PRR.
3. Section 6.8.2.31 is added to of Schedule 4.3 "Operations Services" of the Agreement:

6.8.2.31 County may request, on a Service Request, network and application acceleration for a specific County site.

4. In the event of early termination of this RU, the County shall pay the remaining portion of the annual Hardware Maintenance and any remaining Hardware price of the 4-year depreciation period, as set forth in Exhibit 16.1-2.

The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

By: 

Name: *Fol:*

John M. Pellegrino

Title:

Director, Department of Purchasing
and Contracting

Effective
Date:

7/25/18

ENTERPRISE SERVICES, LLC

By: 

Name: Max Pinna

Title: Contracts Manager

Date:

July 19, 2018

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PRR 041 - Acclaim Riverbed - Attachment 2
Schedule 16.1-2 Resource Unit Decomposition

Acclaim Riverbed	Schedule 4.3 - Section 6.8	Server	Fixed Monthly Per Unit	\$ 1,905.36	854.43	Represents the hardware costs, architecture, installation and monthly lease payments for a leasing term of 4 years.
			Hardware		\$ -	n/a
			Hardware (Refresh Labor)		\$ -	n/a
			Operating System License		\$ -	n/a
			Other Software License		\$ -	n/a
			Hardware Maintenance		\$ 720.93	Represents the third party costs to maintain the hardware.
			Support Labor		\$ 330.00	Represents Contractor labor to install and break fix the hardware.
			Software Maintenance		\$ -	n/a